

DAY ONE	ACTIVITY	SESSION TOPIC	PRESENTERS	SESSION DESCRIPTION
8:30AM-9:00AM	Introductions		Ron Day & Billie Jo Hamilton	Participants introduce themselves and share why they are here. Ron talks about consequences of moving up!
9:00-10:am	Session	Step 1: Ethics and Ethical Dilemmas	Ron Day	Developing your professional and personal ethics is the bedrock of your position as a financial aid administrators. There will be ethical challenges you face, and formulating and communicating your positions will be critical for your success.
10:00-10:15	Break			
10:15am-11:15	Session	Step 2: Hiring, Leading and Motivating a Diverse Staff	Sarah Baumhoff	Getting the right people into the right positions, arming them with the tools and skills they need to perform their responsibilities, and having an effective performance evaluation process will create a positive work environment for your staff.
11:15am-noon	Session	Step 3: Tools for a Successful Aid Administrator	Daniel Barkowicz	There are a lot of sources of information out there to arm you with what you need to know to make compliant decisions in a leadership role. Many are just a click away and this session will show you where to look and how to navigate those resources.
Noon-1:00pm	Lunch			
1:00-2:00pm	Session	Step 4: Providing Exemplary Customer Service	Brad Barnett	Customer service is where the rubber meets the road and the measurement of your leadership effectiveness. What does quality customer service look like on your campus? What are the main stumbling blocks to providing superior customer service, and solutions for addressing them? We'll explore these topics and much more during this session.
2:00-3:00pm	Session	Step 4: Enrollment Management and the Financial Aid Administrator	Billie Jo Hamilton	Understanding what enrollment management is, the role financial aid plays, and how it can drive everything that happens on your campus is a critical competency for financial aid administrators. Here is what you need to know to navigate the opportunities and challenges of EM.
3:00-3:15pm	Break			
3:15-4:15pm	Session	Step 5: Leadership--Preparing for the Next Level	Ron Day	Leadership and management are not the same. Different skills sets are needed as a leader, as well as different approaches to your work. As you advance in your career, understanding those differences will have a direct effect on whether or not you are viewed as and succeed as a leader.
4:15-5:00pm	De-brief	What Did We Miss?	Ron Day & Billie Jo Hamilton	
DAY TWO				
8:30AM-9:15	Session	Step 6: How to Handle Challenging Staff Issues	Joan Zanders	External challenges and those demanding needs that occur within an office structure can impact team performance and morale. Developing skills to identify issues and determining the correct path to address these needs can help to ensure success in the mission and vision of the office.
9:15-10:15AM	Session	Step 7: Training: Assuring a Compliant Financial Aid Operation	Anthony Jones	Adherence to regulatory compliance is not an option in the delivery of financial aid. Effective compliance does not end with the regulations - it requires proper implementation and a formalized process of ensuring policies and procedures properly address the intent of the rules and regulations. Offices must seek to address matters of compliance with urgency, providing proper training, developing and maintaining correct quality assurance measures, and understanding the need to utilize constant review practices effectively.
10:15-10:30am	Break			
10:30-11:15am	Session	Step 8: Legislative Advocacy and the Higher Education Environment	Billie Jo Hamilton	How does the legislative process work? How can higher education assist with this process? At what point in the process is advocacy most important? Advocacy is not limited to specific legislation or a specific point in the legislative process. It is a constant need. Policymakers deal with many issues at once, so it is important to provide information and assistance. It is important to develop and maintain ongoing relationships so individuals can be kept up to date on issues where you are seen as the expert.
11:15-noon	Session	Step 9: Building a Diverse Environment	Joan Bailey	Understanding diversity guides the way we interact with our students and each other. It is important to build a diverse environment focused on inclusion. This session takes a look at stereotypes and how our own biases may shape the office environment. We will give practical tips for building a diverse environment to improve your students experiences.
Noon-1:00p	Lunch			
1:00pm-2:00pm	Panel Discussion	Hot Topics of Your Choice	Ron Day, Billie Jo Hamilton, Sharon Oliver	Self reflection -- is this the path for you?